



Code: 1309

Family: Human Resources

Service: Administrative

Group: Statistical, Technical And Analytical

Series: Personnel

CLASS TITLE: HR RECORDS ADMINISTRATION MANAGER

CHARACTERISTICS OF THE CLASS

Under direction, this class is and accountable for functioning as an expert / lead of the Records Management and Information Services Division within the Department of Human Resources, and performs related duties as required

ESSENTIAL DUTIES

- Assists in the management and administration of the City's centralized Human Resources systems which includes serving as expert / lead for staff responsible for the audit, input, and maintenance of personnel transactions to ensure accuracy and compliance with HR laws, regulations, and policies
- Works closely with the Records Management team on the planning, identification, and direction of improvements to departmental processes and procedures
- Functions as a subject matter expert in the review of documentation, including hiring packets, leave of absences, processing HR transactions on behalf of the operating department, signed payroll certifications, and any other documents required by the Law department (e.g., affidavits)
- Manages and directs the department's centralized Records/Document Management and Information Management Program by implementing and ensuring compliance with policies and procedures (e.g., creation, receipt, classification, maintenance and storage, destruction and disposal of all records, documents and related information) and trains staff regarding record maintenance and retention procedures and policies
- Reviews and evaluates existing and proposed records management operations, systems, and procedures including records protection and disposition
- Verifies physical storage and implements security measurements on handling employees' physical records in progress
- Requests approval from the department of Law and State on purging of obsolete documents
- Works with a third party vendor to ensure storage is maximized and utilized to capacity
- Ensures HR actions comply with and also interprets various human resource policies and laws (e.g., Family Medical Leave Act (FMLA), Victims Economic Security and Safety Act (VESSA), City Personnel rules, Reasonable Accommodations, etc.) for staff and citywide personnel liaisons
- Functions as an expert in the interpretation and application of resolutions for Court ordered and Personnel Board settlement agreement orders and for Union arbitrations as it relates to individual employment records
- Develops strategic plans and City-wide policies and protocols relative to human resource information systems and records procedures and systems to improve workflow and efficiency
- Assists in the management of various Information Technology projects (e.g., tracking project timeline, participating in system testing, ensuring project objectives are met)
- Assists and performs tasks during the year end process between the Department of Human Resources, Office of Budget and Management, Department of Finance, Department of Procurement Services, and Department of Innovation and Technology

- In the absence of the Deputy Commissioner, serves as back-up by ensuring that day-to-day work stays on track, as well as approving actions related to HR records and daily HR transactions
- Prepares and delivers formal presentations relating to HR records policies, procedures, and programs
- Develops user procedures, guidelines, and documents and trains citywide new system users and employees on new functions and new enhancements to the system
- Prepares and delivers formal presentations relating to HRIS policies, procedures, and programs
- Writes, maintains, and supports a variety of reports or queries utilizing appropriate reporting tools
- Troubleshoots problems, monitors work, and resolves issues and concerns effecting work progress
- Verifies and monitors work on employees' dates of service with the City and approves requests for work histories
- Stays abreast of Human Resources and Records retention policies, technology, and processes
- Reviews and authorizes requests for information from the public in order to ensure compliance with the Freedom of Information Act (FOIA), as required

NOTE: *The list of essential duties is not intended to be inclusive; there may be other duties that are essential to particular positions within the class.*

MINIMUM QUALIFICATIONS

Education, Training, and Experience

- Graduation from an accredited college or university with a Bachelor's degree in Human Resource Management, Business Administration or a directly related field, plus four years of work experience in the field of human resources or personnel records management and administration, or an equivalent combination of education, training and experience, provided the minimum degree requirement is met.

Licensure, Certification, or Other Qualifications

- Certified Records Manager (CRM) is preferred

WORKING CONDITIONS

- General office environment

EQUIPMENT

- Standard office equipment (e.g., telephone, printer, photocopier, fax machine)
- Computers and peripheral equipment (e.g., personal computer, computer terminals, hand-held computer, microfilm and microfiche readers and scanner)

PHYSICAL REQUIREMENTS

- No specific requirements

KNOWLEDGE, SKILLS, ABILITIES, AND OTHER WORK REQUIREMENTS**Knowledge**

Advanced knowledge of:

- *human resources laws and regulations
- *records management principles, practices, policies and methods
- *official and original records and documents organization, maintenance and system policies, procedures and techniques
- *HRIS systems, databases and applications
- *collective bargaining units and agreements
- *human resources records information processes

Considerable knowledge of:

- *applicable computer software packages and applications
- *supervisory methods, practices and procedures
- *customer service techniques

Knowledge of applicable City and department policies, procedures, rules, regulations, and ordinances

Skills

- *ACTIVE LEARNING - Understand the implications of new information for both current and future problem-solving and decision-making
- *ACTIVE LISTENING - Give full attention to what other people are saying, take time to understand the points being made, ask questions as appropriate, and not interrupt at inappropriate times
- *COMPLEX PROBLEM SOLVING – Identify complex problems and review related information to develop and evaluate options and implement solutions
- *CRITICAL THINKING - Use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems
- *JUDGEMENT AND DECISION MAKING – Consider the relative costs and benefits of potential actions to choose the most appropriate one
- *SYSTEMS EVALUATION – Identify measures or indicators of system performance and the actions needed to improve or correct performance relative to the goals of the system
- *MONITORING - Monitor and assess performance of one's self, other individuals, or organizations
- *COORDINATION WITH OTHERS - Adjust actions in relation to others' actions
- *INSTRUCTING - Teach others how to do something

Abilities

- COMPREHEND ORAL INFORMATION - Listen to and understand information and ideas presented through spoken words and sentences
- SPEAK - Communicate information and ideas in speaking so others will understand
- COMPREHEND WRITTEN INFORMATION - Read and understand information and ideas presented in writing

- WRITE - Communicate information and ideas in writing so others will understand
- RECOGNIZE PROBLEMS - Tell when something is wrong or is likely to go wrong
- REASON TO SOLVE PROBLEMS - Apply general rules to specific problems to produce answers that make sense

Other Work Requirements

- INITIATIVE – Demonstrate willingness to take on job challenges
 - COOPERATION - Be pleasant with others on the job and display a good-natured, cooperative attitude
 - DEPENDABILITY - Demonstrate reliability, responsibility, and dependability and fulfill obligations
 - ATTENTION TO DETAIL - Pay careful attention to detail and thoroughness in completing work tasks
 - ANALYTICAL THINKING – Analyze information and using logic to address work or job issues and problems
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All employees of the City of Chicago must demonstrate commitment to and compliance with applicable state and federal laws, and City ordinances and rules; the City's Ethics standards; and other City policies and procedures.

The City of Chicago will consider equivalent foreign degrees, accreditations, and credentials in evaluating qualifications.

* May be required at entry.

City of Chicago
Department of Human Resources
July, 2017